MDOT

West Michigan

Transportation Operations Center

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ANNUAL REPORT

Oct. 1, 2014—Sept. 30, 2015

MDOT Michigan Department of Transportation

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2015

Traveler Information

Essential Traveler Information for West Michigan Motorists

- Real-time DMS messages are available through the Mi Drive website and app
- Social media subscribers/followers of MDOT west Michigan traffic information continue to grow

Mi Drive

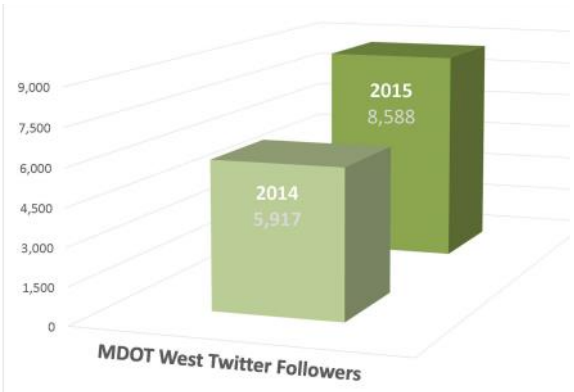
Both the Mi Drive website (www.michigan.gov/drive) and app (iOS and Android) provide motorists with a real-time interactive map with traffic camera images, average vehicle speeds, construction activity, Dynamic Message Sign (DMS) messages, and the location of major incidents. The app features the ability for users to send reports of locations experiencing delays or potential incidents directly to the Michigan Department of Transportation (MDOT) for immediate response.

WMTOC operators also use the GovDelivery system for notifying stakeholders of incidents on area roadways. Users can sign up for e-mail traffic alerts by county. The number of GovDelivery subscribers grew by 38 percent during FY 2015. To sign up for GovDelivery, visit http://bit.ly/14ucwY2 .

Social Media

WMTOC operators assist the MDOT Grand Region communications representative in providing up-to-date traveler information to the general public through social media, such as Facebook, YouTube, Twitter and Instagram.

Among other state DOTs, the MDOT Facebook page (www.facebook.com/MichiganDOT) ranks #14, up one spot from last year with 12,058 followers; the MDOT YouTube account (www.youtube.com/MichiganDOT) remains at #6 with 1,232,558 video views; the MDOT Instagram account is ranked #1, with 2,351 followers; and MDOT_West Twitter (www.twitter.com/mdot_west) followers increased 45 percent, from 5,917 followers to 8,588.



Weather

Weather events can significantly affect west Michigan roadways throughout the year, and WMTOC operators provide weather alert DMS messages when the National Weather Service issues a warning or advisory. When possible, DMS messages are posted before warnings and advisories will go into effect, in order to provide information to motorists in advance of the anticipated weather event.


Photo credit: R. Rypma

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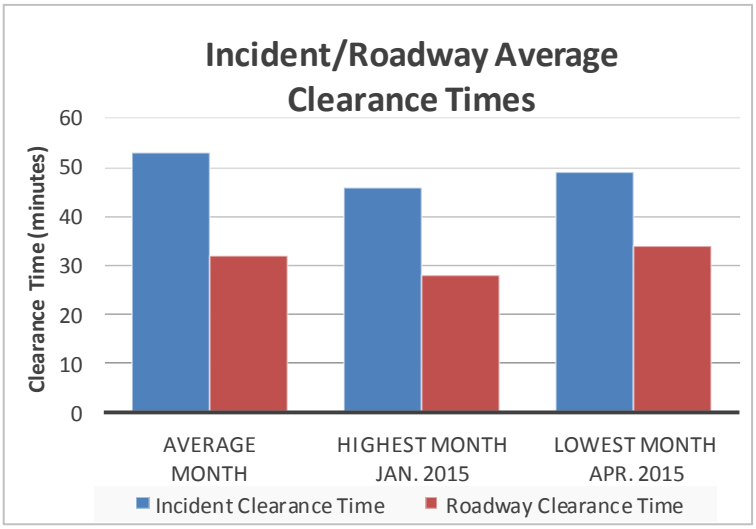
Incident Management

Providing Vital Information and Coordination for Incident Response

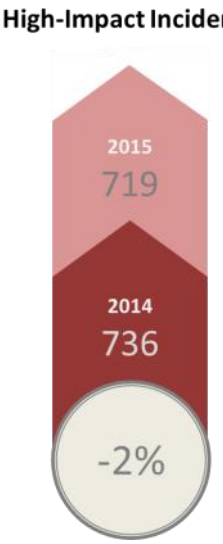
- **January recorded the highest number of incidents for the second consecutive year**
- **Average incident notification time was under 18 minutes for 85 percent of incidents this year**



Incident and Roadway Clearance

Incident Clearance time and Roadway Clearance time are key metrics that MDOT reports annually to the Federal Highway Administration on all incidents that block at least one lane of the trunkline.

The adjacent chart shows an average month in FY 2015 and the two months with the highest and lowest number of incidents. The overall average time for both measures decreased this year.



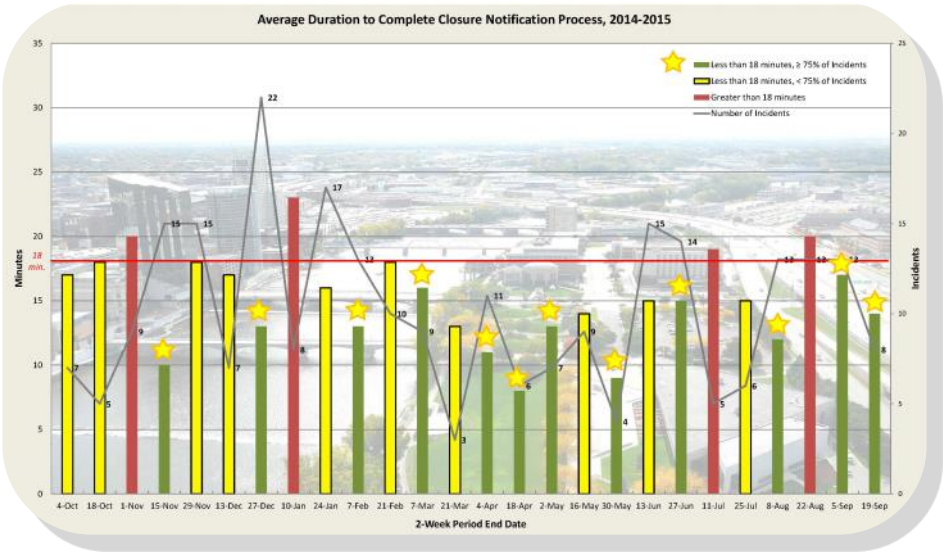
Incident Response

In order to manage incidents and reduce congestion, WMTOC operators monitor the eight-county Grand Region-area freeways and state trunklines 14 hours a day on weekdays and eight hours a day on weekends. Operators maintain contact with local county dispatch centers, MDOT, local agency employees and first responders, while also monitoring radios, scanners and other means for traffic incidents information within the Grand Region.

In the event of an incident, operators use DMS, GovDelivery e-mails and the Mi Drive website to report information to the public. This practice helps to reduce congestion and accurately inform motorists of traffic conditions.

WMTOC Incident Notification Goal

The WMTOC goal is to provide accurate incident information to the public through DMS, GovDelivery e-mails, Twitter and the Mi Drive website in less than 18 minutes for greater than 75 percent of incidents. In FY15, WMTOC operators met the goal 12 times, as denoted by the green bars in the adjacent figure.



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Planned Event Management

Informing Motorists of Work Zone Activities and Special Events

- WMTOC operators posted 590 work zone messages to DMS
- Used over 20 portable message signs for work zone messaging
- Supported traffic operations for the second "zipper merge" construction project in the Grand Region

Zipper Merge

Three bridges along I-196 had significant construction work during the summer, requiring weekend lane closures. A zipper merge traffic control setup was used leading into the work zone. Follow this link to see a short video explaining what makes a zipper merge different than a traditional lane merge.

WMTOC operators assisted MDOT construction staff and contractors by posting messages to DMS and portable message signs leading into the work zone. Additionally, WMTOC operators helped MDOT engineers to analyze the effectiveness of the zipper merge following each weekend of use.

FY 2015 Special Event Support

Winter Beer Fest
Riverbank Run
July 4th Fireworks Celebration
Coast Guard Festival
28th Street Metro Cruise
Outlet Mall Grand Opening
Black Friday Shopping

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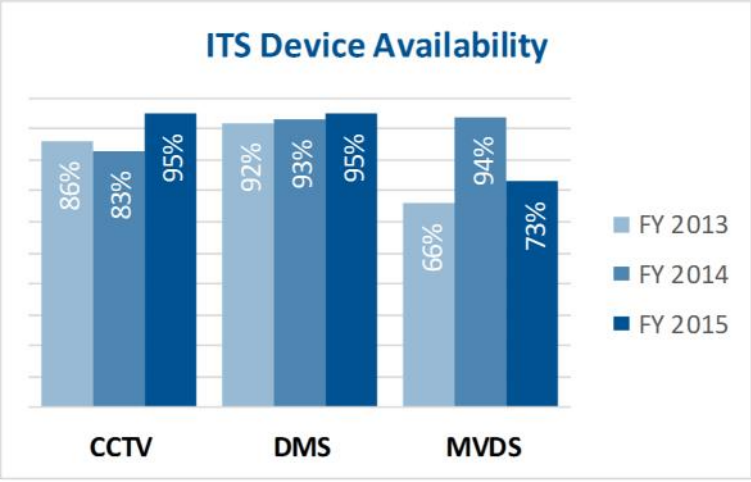
ITS System Maintenance

Sustaining a Reliable ITS Network

- Cabinet-monitoring devices were reconfigured throughout the region for consistent alerting
- A group of MVDS devices with cabling connection issues were repaired by the manufacturer



MVDS Calibration Program

Approximately 27 percent of the microwave vehicle detection systems (MVDS) in the Grand Rapids area were re-calibrated and tested for accuracy during FY 2015. Within the past three years, approximately 89 percent of the detectors have been calibrated. The detectors have been calibrated to a minimum accuracy of 95 percent for both volume and speed detection.

MVDS Availability

MVDS availability peaked in FY 2014, due to device configuration improvements at several device locations, and due to tracking a subset of total MVDS devices. During FY 2015, several MVDS were replaced under warranty and WMTOC operators began tracking the availability of all MVDS in the Grand Rapids area. The MVDS availability was greater than in FY 2013 and represents the availability of significantly more devices.

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